LSI DOCKET NO. 03-1021

CLAIMS:

What is claimed is:

1. A method for remote customer serviceability, the method comprising:

responsive to a problem with a product at a customer site, running a scan tool, wherein the scan tool collects debug data for the product;

sending the debug data to a customer support site;

comparing the debug data to code level data, using a comparison utility at the customer support site, to identify mismatches.

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- 2. The method of claim 1, further comprising: storing the debug data at the customer site.
- 3. The method of claim 2, wherein the debug data is stored in binary format.

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- 4. The method of claim 2, wherein the customer site is protected by a firewall or security check and wherein the debug data is stored in text format.
- 5. The method of claim 1, further comprising: sending identified mismatch information to the customer site.
- 6. The method of claim 1, further comprising:

 presenting identified mismatch information to customer service personnel.
- 7. The method of claim 1, wherein the step of comparing the debug data to code level data includes identifying preferred code levels for the product.
 - 8. The method of claim 1, further comprising: downloading the scan tool from a Web server.

LSI DOCKET NO. 03-1021

- 9. The method of claim 1, further comprising: providing the scan tool to the customer on a removable storage medium.
- 10. A system for remote customer serviceability, the system comprising:

a scan tool, wherein the scan tool is run responsive to a problem with a product at a customer site to collect debug data for the product;

a communication medium, wherein the scan tool sends the debug data to a customer support site using the communication medium;

a comparison utility at the customer support site, wherein the comparison utility compares the debug data to code level data to identify mismatches.

11. The system of claim 10, further comprising:

a storage unit at the customer site, wherein the storage unit stores the debug data at the customer site.

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- 12. The system of claim 11, wherein the debug data is stored in binary format.
- 13. The system of claim 11, wherein the customer site is protected by a firewall or security check and wherein the debug data is stored in text format.

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14. The system of claim 10, further comprising:

a presentation device at the customer service site, wherein the presentation device presents identified mismatch information to customer service personnel.

- 15. The system of claim 10, wherein the comparison utility identifies preferred code levels for the product.
 - 16. The system of claim 10, further comprising:a Web server, wherein the scan tool is downloaded from the Web server.

LSI DOCKET NO. 03-1021

17. The system of claim 10, further comprising:
a removable storage medium, wherein the removable storage medium provides the scan tool to the customer.

5 18. An apparatus for remote customer serviceability, the apparatus comprising:
means, responsive to a problem with a product at a customer site, running a scan tool,
wherein the scan tool collects debug data for the product;

means for sending the debug data to a customer support site; and
means for comparing the debug data to code level data, using a comparison utility at the
customer support site, to identify mismatches.

19. The apparatus of claim 18, further comprising:means for presenting identified mismatch information to customer service personnel.